

U.S. ENVIRONMENTAL PROTECTION AGENCY
REGION 6
FOUNTAIN PLACE
1445 Ross Ave., Ste 1200
Dallas, Texas 75202

MANAGEMENT DIVISION
Environmental Services Laboratory Branch
Houston, Texas

Statement of Work (SOW)
Security Guard/Reception Desk Services

I. General

A. The contractor will comply with requirements described in EPA's Facilities and Support Services Manual available in the Facilities Section (6MD-IF), incorporated by reference, and with Regional written directives (Regional Order R6-4850.2, dated 2-4-92). (Available upon request). Contractor shall comply with the Services Contract Act (attached as Attachment 3)

B. The contractor will provide reception desk security guard services Environmental Services Branch Laboratory (ESBL), located in Houston, Texas, between the hours of

Monday through Friday from 7:30 a.m. to 4:30 p.m. - 9 hours (continuous)

AND

After 4:30 p.m. if overtime is requested AND approved

C. The contractor will not provide security guard services on Federally recognized holidays (New Year's Day, Martin Luther King Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, and Christmas Day).

D. Hours for this purchase order were calculated based upon number of work days in the months of the period of performance of October 1, 2004 through September 30, 2005 as follows:

Month	Number of Regular Work Days	Holiday
October	20	1
November	20	2
December	21	2
January	20	1
February	19	1
March	23	0
April	21	0
May	20	1
June	22	0
July	20	1
August	23	0
September	21	1

E. OPTION 1 for hours in this purchase order were calculated based upon number of work days in the months of the period of performance of October 1, 2005 through September 30, 2006 as follows:

Month	Number of Regular Work Days	Holiday
October	20	1
November	20	2
December	21	1
January	20	2
February	19	1
March	23	0
April	20	0
May	22	1
June	22	0
July	20	1
August	23	0
September	20	1

F. OPTION 2 for hours in this purchase order were calculated based upon number of work days in the months of the period of performance of October 1, 2006 through September 30, 2007 as follows:

Month	Number of Regular Work Days	Holiday
October	22	1
November	20	2
December	20	1
January	21	2
February	19	1
March	22	0
April	21	0
May	22	1
June	21	0
July	21	1
August	23	0
September	19	1

G. The U.S. Environmental Protection Agency shall also be known as or referred to as "agency" or "EPA" in this SOW. The project officer shall also be known as or referred to as the "PO".

H. The technical advisor will provide on-site guidance. The ESBL security representative will be known herein as the technical advisor. All problems will be directed to the PO located in the Dallas Regional office.

II. Guard Services:

1. The Contractor will provide the necessary personnel and equipment needed to provide security receptionist duties at the Environmental Services Branch Laboratory (ESBL) located at 10625 Fallstone Road, Houston, Texas, which includes with internal security related paperwork/reports, coordinating EPA security matters with the technical advisor.
2. The contractor will receive verbal or written instructions from the Project Officer (PO), alternate PO, or technical advisor during the day.
3. The contractor will be required to speak and write English clearly and legibly.
4. The contractor will be required to meet with the technical advisor on a daily basis prior to 10:00 a.m. to discuss and plan daily particulars.
5. Attachment A provides the contractor the floor diagram for the Houston Laboratory located at 10625 Fallstone Road, Houston, Texas.
6. The contractor will receive technical direction from the technical advisor or the PO during the semiannual Occupant Emergency Action Plan drills or during building emergencies.
7. The contractor shall provide a two-way walkie talkie radio utilizing the EPA frequency used by the radios assigned to the Houston Laboratory. The two-way walkie talkie radio will be used to communicate with the Technical Advisor when they encounter problems. The contractor is responsible for programming the required frequencies stated above on their two-way radios.
8. The contractor shall provide a Nextel mobile phone. The Nextel mobile phone will enable contractor to communicate with the Dallas PO.
9. The contractor shall be unarmed, uniformed (navy blazer/slacks, white shirt and dark tie) to match the security guards assigned to Region 6 located in Fountain Place, 1445 Ross Ave, Ste 1200, Dallas, TX.
10. The contractor shall wear the complete uniform while on duty.
11. The contractor shall report all problems encountered with doors and safety related items to the technical advisor immediately.
12. The contractor shall change the voice mail greeting on a weekly basis. The voice mail greeting will state their name, contractor name, date, and instructions for the caller to follow should the contractor not be available to receive the incoming call. Telephone instructions will be provided by the technical advisor.

13. The contractor may be required to work overtime, as requested and approved by the PO. All overtime hours provided in the schedule are estimates. There is no guarantee of overtime.
14. The contractor shall investigate Incident Reports received from the technical advisor. The contractor will be required to provide a response to the technical advisor within 24 hours.
15. The contractor shall identify and report security and safety violations/breaches immediately to the PO or technical advisor.
16. The contractor shall secure property turned in as found and report it to the technical advisor.
17. The Contractor shall ensure all visitors enter the ESBL through the main entrance. The contractor will ensure a picture ID is presented to the security guard and the ID number entered on the Visitor Log (refer to Appendix B). The visitor is required to sign in.
18. The Contractor shall ensure all contractors/vendors providing labor service, repairs to EPA equipment, water or coffee deliveries, or construction workers are identified as visitors and are accompanied by an EPA employee while in EPA space. These type visitors are required to present a picture ID to the contractor. The contractor will ensure the picture ID number is entered on the Visitor Log (refer to Appendix B). The contractor will be required to contact the EPA employee the visitor will be seeing. The contractor will ensure the EPA employee sign the log as the escorting individual. The contractor will request the EPA employee to ensure all visitors out process through the reception desk.
19. The contractor shall ensure all EPA employees visiting the ESBL on official business from Headquarters, EPA; Region 6 Dallas employees, or other EPA regional offices register as visitors (refer to Appendix B). These visitors will also be escorted. Exceptions to these requirements will be reviewed by the ESBL security representative (also known herein as the technical advisor).
20. The Contractor will ensure all official deliveries are routed through Room 202. Food and floral deliveries, since they are classified as personal deliveries, are accepted at the reception desk. The contractor will ensure these type deliveries are inspected, logged, recipient contacted, and recipient sign the log when they accept the item (refer to Appendix C).
21. The Contractor will be required to secure all keys, doors, and access badges at the close of every workday.
22. The Contractor will be required to log in all floral and food deliveries on Attachment C.

23. The Contractor will be required to log out all items shipped out through the reception desk (Attachment D). The Contractor will ensure courier or individual picking up items to sign log.
24. The contractor will ensure vending machine vendors are escorted by an ESBL employee. The vending machine vendor is required to sign in as a visitor and sign out before they depart EPA space (refer to Appendix B). Vending machine vendors are required to reimburse the contractor for all items lost by ESBL employees. The contractor will intun be required to reimburse the ESBL employee.
25. The contractor will ensure items delivered by ESBL employees to the reception area for pick up are logged in and out when picked up by courier (refer to Appendix D).
26. The contractor will ensure appropriate individuals are notified when a constable attempts to deliver subpoenas to an ESBL employee or contractor.
27. The contractor will ensure the ESBL security representative (also known herein as the technical advisor) is notified when the Houston Police Department is in EPA space.
28. The contractor will ensure all visitors attending conferences at the ESBL are escorted and sign in as visitors. Visitors will be required to sign in (refer to Appendix B).
29. The contractor will ensure EPA Region 6 employees requesting the access badges are employed at the ESBL. Employees will be required to present a picture ID and the contractor will verify employment by contacting the ESBL security representative.
30. The contractor will be responsible for answering all incoming calls at the reception desk phone calls. The contractor will ensure calls are forwarded to the appropriate ESBL staff or messages relayed to the employees.
31. The primary Houston ESBL fax is located in the reception desk area. The contractor will ensure faxes are routed appropriately or an e-mail sent to recipient informing them a fax has arrived and needs to be picked up at the reception desk.
32. Overnight packages addressed to Mira Perez are delivered to the reception desk by ESBL receiving clerk. The contractor shall ensure the packages are logged by receptionist (refer to Appendix E).
33. The contractor will ensure the main entrance doors are unlocked at 7:30 a.m. and locked at 4:30 p.m.
34. The contractor will be responsible for monitoring all CCTV cameras mounted on

the exterior of the ESBL facility. The monitoring equipment is located at the reception desk. Delivery companies (to include the regular delivery companies identified) are required to park their vehicle in the visitor lot, enter the ESBL to sign in, then allowed entrance to the rear of the facility.

35. The USPS mailman, UPS, Federal Express, and gas delivery companies (name of companies will be provided to the contractor by the ESBL technical advisor) are granted access to the rear of the facility/dock after they identify themselves through the intercom system located at the electrical gates. The contractor will ensure the log is annotated the time these companies access the rear of the facility.
36. The contractor shall ensure the CCTV tape is changed daily. All tapes are numbered 1-31. Tape 1 will be used on the 1st day of the month, Tape #2 on the 2nd day of the month and so on and so forth. The contractor will ensure the calendar indicates the recorded tape number. The tapes will be provided by the EPA.
37. The contractor will ensure announcements are made when deliveries companies need to be met at receiving/shipping room by EPA staff.
38. The contractor will refer to employee log when needing to know whereabouts of ESBL employees. The ESBL employee maintain the log up-to-date.
39. The contractor will ready the daily overnight pouch mail (Federal Express) between the Dallas Region and the ESBL. When Federal Express supplies are low, the contractor will order through Federal Express to request additional supplies.
40. The contractor shall ensure prompt action is taken to prevent or minimize losses, accidents, fires, property damage, safety hazards, and security incidents.
41. The contractor is required to maintain a daily log of hours worked (per pay period) which must be made available upon request by the PO or to the technical advisor.
42. Each contractor personnel must be a licensed security officer through the State Private Investigator Board. Licenses must be kept current throughout the life of this PO. Evidence of licensing must be included with the proposal.
43. Contractor shall have and maintain during the duration of the contract an area office that will be sufficiently staffed to provide and maintain administrative, operational, logistical, and supervisory support.
44. Contractor shall maintain, at its sole expense, insurance as enumerated and evidence of which will be provided:

Worker's Compensation & Employers Liability
Comprehensive General Liability

45. Contractor will ensure any security officer assigned to this PO meets the following qualifications:
- A. State license for unarmed security.
 - B. 18 years of age or older.
 - C. Ability to read, write, and speak, and understand the English language to the extent of giving and understanding written order, verbal instructions, and being capable of composing reports which convey complete and accurate information.
 - D. Basic knowledge of computers.
 - E. Physical requirements - some lifting may be required and a considerable amount of standing and walking.
 - F. Texas Driver's License.
46. Contractor will ensure background investigations are conducted and documented to verify each officer, prior to assigned on site, has accurately completed the contractor's employment application and meets the qualifications set forth in this paragraph.
- a. Criminal history - Criminal history check will be conducted by the State to the greatest extent allowed by law.
 - b. Work history.
 - c. Testing
 - 1. The contractor shall administer a written pre-employment honesty testing; i.e., London House Test or Reid Test to any personnel assigned to this PO.
 - 2. Drug Testing - pre-employment drug testing is required.
46. The contractor shall provide a separate written certification with his/her offer which states that the offer or meeting all of the specifications set forth in this statement of work.

III. Project Officer information for contract.

- A. Project Officer is Alma Adams, 6MD-IF, (214) 665-6423. The PO is located in the Dallas regional office.
- B. Alternate PO is Lisa Bokun, 6MD-IF (214) 665-8576. The Alternate PO is located in the Dallas regional office.
- C. Technical advisor at the Houston Lab is Daniel Young (281) 983-2193

Appendix A

REFER TO FLOOR PLAN FOR ENVIRONMENTAL SERVICE BRANCH LABORATORY
LOCATED IN HOUSTON, TX AT 10625 FALLSTONE ROAD

VISITOR LOG (Print Clearly)

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Appendix C

FLORAL AND FOOD DELIVERY LOG (Print Clearly)

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Appendix E

SPECIAL MAIL HANDLING LOG IN

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